

New Parking Rates Effective October 2022

May 26, 2022

Perley Health's comprehensive, modern new parking solution is coming **October 17, 2022**.

After careful consideration of input from our residents, tenants, visitors, staff and our 10-member stakeholder Parking Panel, Perley Health has signed a contract with a local Ottawa firm for the delivery and installation of a state-of-the-art, secure, new automated gated parking system.

Details will follow over the next few months as the new gates – designed to stand up to Ottawa's often frigid winter weather – a secure, cashless payment system, and new management software are installed – and we will retain customer service through the Perley Health Support Services team!

Here's what's coming:

- The first 30 minutes of parking will be free for all – whether for a quick visit, passenger pick-up, drop-off or delivery.
- Recognizing historic practice, our existing long-term care residents and apartment tenants (as of June 1, 2022), will benefit from a variety of options, including fixed rates for the duration of their residency / tenancy at Perley Health.
- Recognizing their fundamental importance to the physical, emotional and social well-being of our residents and tenants, eligible caregivers – including designated family members – are getting a break too, with options for free or half-rate parking.
- Your Perley Health electronic FOB will be your key to the best available rates for easy entrance, exit and payment. Alternatively, you can purchase multi-use parking passes or 'pay-as-you-go' at the exit gate or kiosk that will be installed near the security desk at the Main Entrance.
- Best of all, *all* customer service will be handled on-site during normal business hours through the Support Services office. After hours, limited support will be available via the Commissionaire at the Main Entrance.

See the attached **Parking Rate Guide** for details and stay tuned for details on resident, tenant and caregiver enrolment and other aspects of our new parking services!

We have set up a dedicated email service to receive your question and comments. Please email (Parking@perleyhealth.ca). We will to respond within two business days.

Parking Rate Guide

Long-Term Care Essential Caregivers/Family/Friends

* Long-term care Registered Essential Caregivers are identified by residents or Substitute Decision Makers (SDMs) at the time of admission. Registrations may be changed at any time by the resident or their Substitute Decision Maker.

- 1 free monthly pass or
- 2 monthly vouchers at 50% of the full cost (\$48.50 as of October 17, 2022).

Essential Caregivers may also choose to purchase a multi-use pass or pay each time they park (Please see “All Users” section for applicable rates)

Existing Apartment Tenants

- Current practices will be maintained for tenants who signed a lease prior to June 1, 2022.
- Tenants with a monthly parking pass will continue to pay rates identified in their lease agreement for a designated parking spot.
- Complimentary passes will continue to be available for visitors and support persons.

New Apartment Tenants

- New rates will apply to tenants who signed a lease on or after June 1, 2022.

Tenant Parking

- Designated Tenant Parking Spot: \$97 per month

Family/Friends/Designated Caregivers of Tenants

Designated caregivers for apartment tenants can be family, friends and caregivers. Designations may be changed by the tenant at any time. The Perley Health team continues to develop the processes for registering the Designated Caregivers of Senior Living apartment tenants.

Paid caregivers who are eligible for reimbursement of parking fees from their employer are NOT eligible to use free vouchers.

- 1 free monthly pass + 5 free vouchers per week or
- 2 monthly passes at 50% (\$48.50 as of October 17, 2022) plus 5 free vouchers per week.

Tenants and their visitors may also choose to purchase a multi-use pass or pay each time they park. (Please see “All Users” section for applicable rates)

Staff

Monthly Parking Pass: \$97 per month

Staff may also choose to purchase a multi-use pass or pay each time they park. Please see “All Users” section for applicable rates.

Volunteers

Parking is free for all registered Perley Health volunteers

All Users

Flat Rate/Day Fees

- First 30 minutes: Free
- After 30 minutes: \$12

Multi-Use Pass Options:

- 10 for \$65 (\$6.50 per use)
- 20 for \$120 (\$6.00 per use)
- 30 for \$165 (\$5.50 per use)
- New Replacement Fobs: \$10 (non-refundable)

Notes

- Parking fees will be reviewed and adjusted annually to the cost of living.
- Monthly parking requires mandatory use of an electronic FOB purchased through Support Services during business hours. (One time-non refundable cost of \$10)
 - Monday to Friday 8am to 4pm (the office is closed daily from noon to 1pm and closed on weekends and statutory holidays).
- FOBs can be replenished at the kiosk that will be installed at the Main Entrance.
- Please note that each person can only receive one FOB, regardless of whether they qualify for a FOB in more than one category.